

# Voicemail - MultiLine

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Setting voicemail and listening to voicemails in MultiLine

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## iOS

Read this to set up your voicemail. Learn how to record your voicemail greeting and listen to voicemails.

### Overview

The MultiLine application provides you a separate voicemail to use for your business calling. You have three options: the default message, a custom message, and a message that includes audio of you speaking your name.

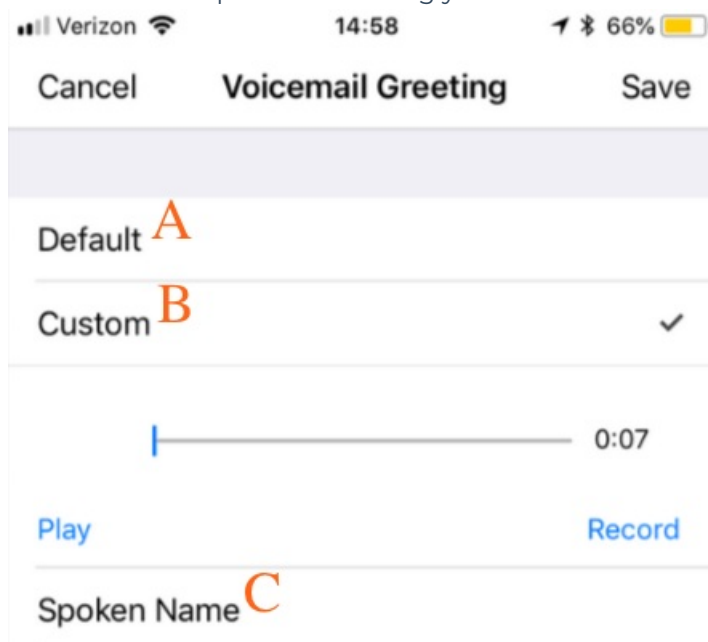
### Before you start

- You need to be connected to the internet when updating your Voicemail greeting.
- Your organization can turn off voicemail features. If so, you may not see all the options described here.

### Record your Voicemail greeting

Use **Voicemail Greeting** from the **Settings** menu to set up a voicemail greeting.

1. Tap **Settings**.
2. Tap **Voicemail Greeting**.
3. You have three options for setting your Voicemail Greeting:




A. **Default:** This application comes with a default setting that callers will hear when leaving a voicemail. For an example MultiLine number "+15555555555", the greeting is "You have reached +15555555555, please leave your message after the tone".

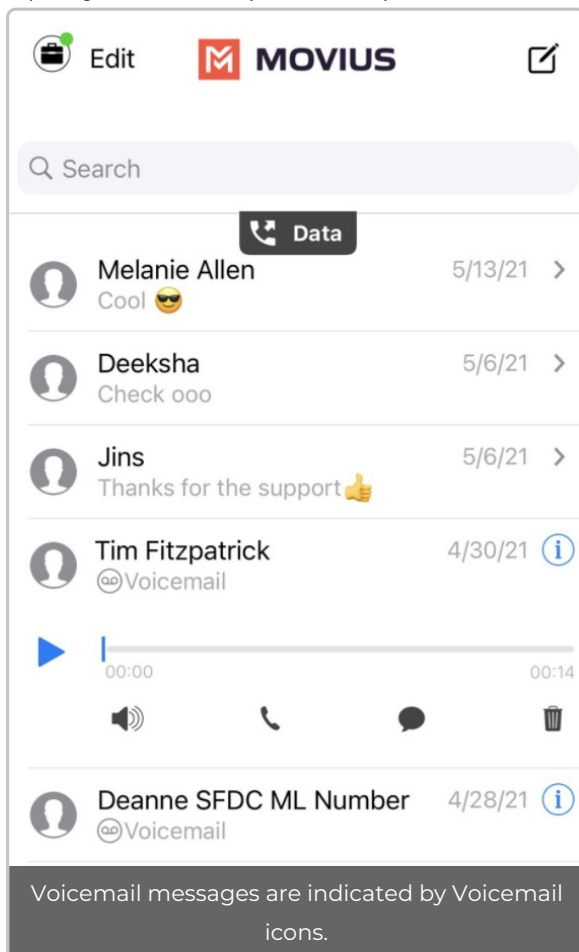
B. **Custom:** Allows the user to set a customized voicemail greeting. Once you have recorded a voicemail greeting, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.




C. **Spoken Name:** Allows the user to record their name. Once you have recorded your name, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.




## Listen to Voicemails

Your voicemail messages appear alongside SMS messages in Messages. Tap a voicemail message to open the message in the voicemail message player.

1. Go to **Messages** and find a Voicemail message. *Voicemail messages are indicated by voicemail icons*  Voicemail .
2. Tap anywhere to expose the options.



3. The voicemail message player has several options for playback:
  -  Play/Pause: Tap **Play/Pause** icon to start and stop the voicemail message playback.
  -  Speaker: Tap to use the speaker phone to play the message.
  -  Call: Tap to call the party back.

-  Speech-bubble: Tap to message the party back.
-  Delete: Tap to delete the message.
-  Info: Tap to pull up the Contact Details page. *Tip: You can go to Contact Details to see history with the contact, or message the party back.*

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## Android

Read this to set up your voicemail. Learn how to record your voicemail greeting and listen to voicemails.

### Overview


The MultiLine application provides you a separate voicemail to use for your business calling. You have three options: the default message, a custom message, and a message that includes audio of you speaking your name.

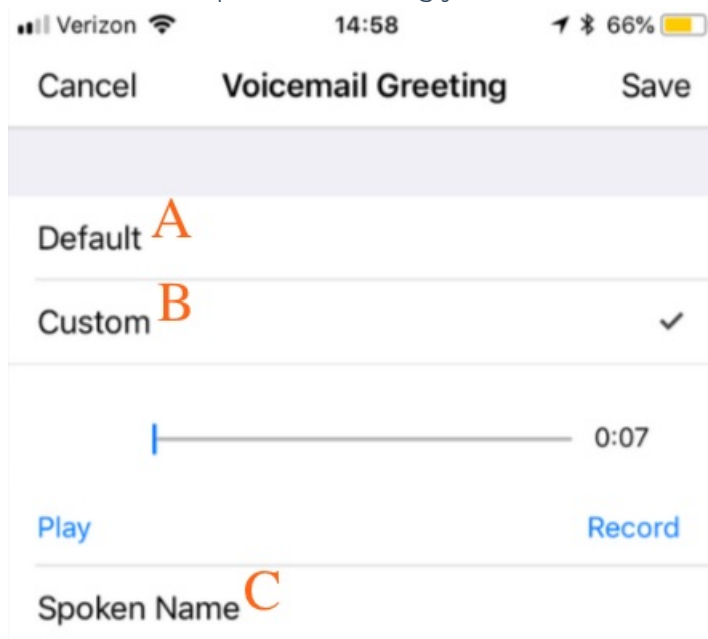
### Before you start

- You need to be connected to the internet when updating your Voicemail greeting.
- Your organization can turn off voicemail features. If so, you may not see all the options described here.

## Record your Voicemail greeting

Use **Voicemail Greeting** from the **Settings** menu to set up a voicemail greeting.

1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**.
3. Tap **Voicemail Greeting**.
4. You have three options for setting your Voicemail Greeting:




A. **Default:** This application comes with a default setting that callers will hear when leaving a voicemail. For an example MultiLine number "+15555555555", the greeting is "You have reached +15555555555, please leave your message after the tone".

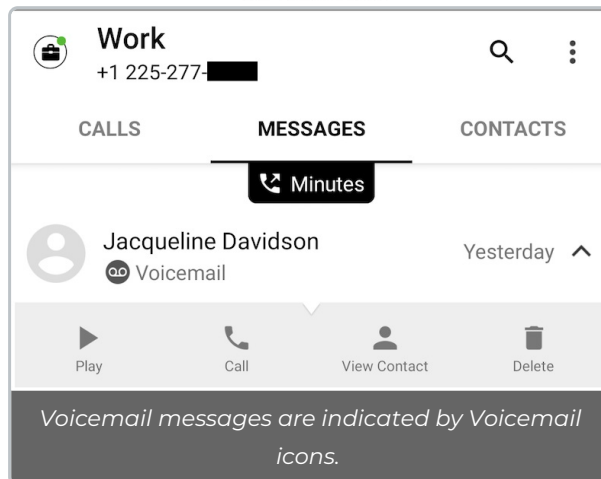
B. **Custom:** Allows the user to set a customized voicemail greeting. Once you have recorded a voicemail greeting, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.

C. **Spoken Name:** Allows the user to record their name. Once you have recorded your name, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.

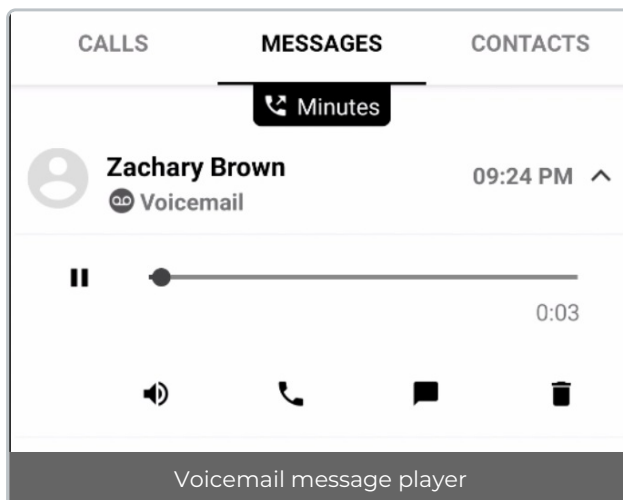
## Listen to Voicemails

Your voicemail messages appear alongside SMS messages in Messages. Tap a voicemail message to open the message in the voicemail message player.

1. Go to the **Messages** tab and find a Voicemail message. *Voicemail messages are indicated by Voicemail icons.*  Voicemail







2. Tap the menu down arrow to expose the options, then tap **Play**.



3. The voicemail message player has several options for playback:



Play/Pause: Tap **Play/Pause** icon to start and stop the voicemail message playback.

-  Speaker: Tap to use the speaker phone to play the message.
-  Call: Tap to call the party back.
-  Speech-bubble: Tap to message the party back.
-  Delete: Tap to delete the message.

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## Desktop

Read on to learn about listening to your voicemail from MultiLine Desktop.

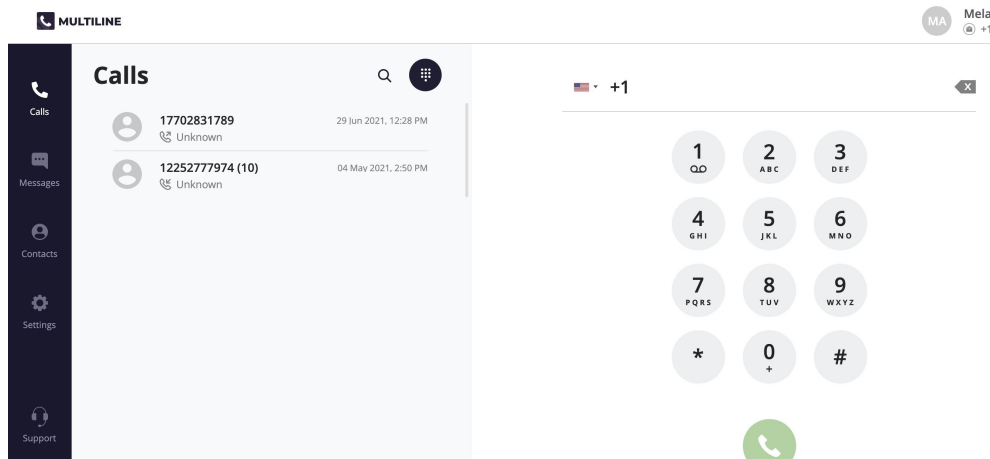
## Overview

You can listen to voicemails from MultiLine Desktop. To set your voicemail message, use the mobile MultiLine app.

## Listen to Voicemail

The first time you dial your voicemail you'll need to set up your voicemail password. The automated system will guide you through the steps.

1. Go to the **Dialer** screen.
2. Long press on 1 for a few seconds until it begins dialing your voicemail.



3. When prompted, dial your voicemail password.

You'll be able to listen to each voicemail, repeat, and delete voicemails.

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## Teams

Read on to learn about listening to voicemails in Microsoft Teams connector.

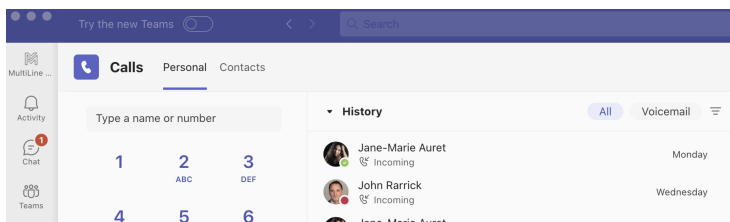
## Overview

You can listen to voicemails in Microsoft Teams connector. To set your voicemail message, use the MultiLine mobile app.

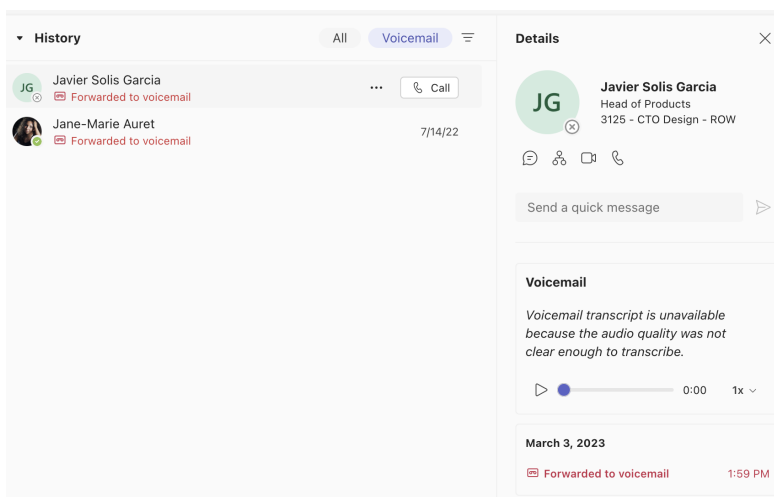
## Listen to voicemail

You can listen to voicemails from the Voicemail tab in your call history.

1. Go to **Calls** and select **Voicemail** from the **History** menu.



2. Select the log to access the **Details** panel.



3. Select the **Play** icon under the voicemail transcript to listen to the message.